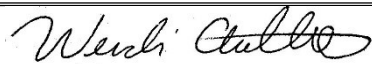


NH Department of Health and Human Services (DHHS)  
Division of Long Term Supports and Services  
Bureau of Elderly and Adult Services (BEAS)

105 Pleasant St.  
Concord, NH 03301

STATE OF NEW HAMPSHIRE BEAS GENERAL MEMORANDUM (GM)	
<b>DATE:</b>	March 20, 2020
<b>TO:</b>	Deborah Scheetz, Director, Division of Long Term Supports and Services; All BEAS Staff; Choices for Independence Independent Case Managers and CFI Providers
<b>FROM:</b>	Wendi Aultman, Bureau Chief, Elderly and Adult Services
<b>SIGNATURE:</b>	
<b>SUBJECT:</b>	COVID-19 Emergency Choices for Independence Waiver (CFI) Guidance #2
<b>GM NUMBER:</b>	20-07 GM
<b>EFFECTIVE DATE:</b>	March 13, 2020
<b>REGULATORY GUIDANCE:</b>	This memo is a communication tool circulated for informational purposes only. The goal is to provide information and guidance to the individuals to whom it is addressed. The contents of this memo and the information conveyed are subject to change. This communication is not intended to take the place of or alter written law, regulations or rule.

MEMORANDUM SUMMARY
The purpose of this memorandum is to: <ul style="list-style-type: none"><li>• Provide statewide guidance to enrolled CFI Independent Case Managers and providers in light of the COVID-19 Emergency.</li></ul>

The Bureau of Elderly and Adult Services (BEAS) is working with its federal and state partners, as well as other divisions within the Department of Health and Human Services, to ensure that families and individuals continue to receive supports and services during the COVID-19 Emergency. On March 18, 2020 BEAS issued Guidance #1 COVID-19 Emergency Choices for Independence Waiver (CFI) Guidance. BEAS has received further requests for clarification and is responding with Guidance #2. Following are responses to questions and further guidance:

**Will there be more flexibility put in place for financial eligibility? Will redeterminations be suspended so people do not fall off? It is really difficult to get information to submit right now.**

- Additional guidance will be forthcoming from the Division of Medicaid Services relative to flexibility for financial eligibility requirements.

**The telehealth order does not specify all providers and it is not clear if this applies to CFI. Will there be more guidance on who can bill and how to bill?**

- Additional guidance will be forthcoming from the Division of Medicaid Services on telehealth.

**Is Adult Protective Services still operating?**

- BEAS Adult Protective Services continues to operate and the process for reporting abuse, neglect, self-neglect have not changed.

**801.04 Eligibility Determination**

**Will Clinical Eligibility Assessments still be done face to face?**

- For providers and agencies currently performing clinical assessments, i.e. Medical Eligibility Assessments (MEAs):
  - On-site, face-to-face visits for performing clinical assessments, i.e. Medical Eligibility Assessments (MEAs), are suspended. MEAs may be performed through assessments telephonically or through videoconferencing.
  - Completion of any component of the MEA requiring face-to-face communication to complete, for example the clock drawing test in Section C, is suspended.
  - Consent for participation in CFI services and preference of case management agency may be obtained as part of the remote assessment process.
  - The Combined Consents for CFI and Authorization for Release of Protected Health Information forms will be mailed to applicants to sign and returned to BEAS.

KEPRO, the BEAS contractor responsible for performing CFI eligibility assessments, will continue to operate and perform remote assessments while coordinating with community providers and CFI Case Managers.

**Can the process for paper Change of Status forms be waived?**

- Effective immediately, the following requirements of the 802.02 rule can be met by a phone call or via secure encrypted email to the department.
- Please be sure to provide details related to the change of status:
  - MID/Name and the disposition of the case,
  - Details of the transfer to a facility/discharge to the community, etc.,
  - Date of discharge, and
  - Name and call back number of the person leaving a voicemail message or an email address to which department personnel can respond.
- The information can be relayed either to an LTC Medical Eligibility Staff person, or to the unit supervisor, that a person is discharging.
  - The phone number to relay the information is 603-271-9088.
  - Emails may be sent to Karen Campbell [karen.campbell@dhhs.nh.gov](mailto:karen.campbell@dhhs.nh.gov) with the Subject Line URGENT – Change of Status.

**Will the Pre-Admission Screening and Annual Resident Review (PASRR) still be required?**

- Further guidance is forthcoming.

**If an Adult Day Service closes what guidance does BEAS have for alternative supports?**

- The Department has recommended closing all Adult Day Care programs until such time as the CDC indicates the threat of transmission of COVID-19 has subsided.
- CFI Case Management agencies will provide CFI Adult Day Service participants with contingency planning to coordinate a transition to alternative services and supports to meet personal care and nutritional needs of participants.

**Can CFI Personal Care Support Services PCSP provide shopping and pick up prescriptions?**

- Personal Care Support Services (PCSP) can still assist their individuals by doing their shopping and picking up prescriptions. Participants and the PCSP can coordinate this to ensure needs are met.

**What support will our CFI members get from the Managed Care Organizations (MCOs)?**

MCOs are offering up their Member Services and Nurse Advice Lines. Here are contact information for the MCOs' Member Services and Nurse Advice Lines as displayed in Member Handbooks:

**AmeriHealth Caritas New Hampshire**

*Member Services*, 1-833-704-1177 (TTY/TDD 1-855-534-6730), 24/7 access

*Nurse Advice Line*, 1-833-704-1177, 24/7 access

**NH Healthy Families**

*Member Services*, 1-866-769-3085 (TTY/TDD 1-855-742-0123), Monday - Wednesday 8:00 a.m. to 8:00 p.m., Thursday - Friday 8:00 a.m. to 5:00 p.m.

*Nurse Advice Line*, 1-866-769-3085, 24/7 access

**Well Sense Health Plan**

*Member Services*, 1-877-957-1300 (TTY/TDD 711), Monday - Wednesday, 8:00 a.m. to 8:00 p.m. ET; Thursday - Friday, 8:00 a.m. to 6:00 p.m. ET.

*Nurse Advice Line*, 1-866-763-4829, 24/7 access

**Is there any instructions or guidance about how people get their prescriptions from MCOs?**

- The Division of Medicaid Services will issuing guidance. Please consult the nh.gov website.